EO47

Effectiveness Study of the Intensive Intervention Program for Average Performance Officers at the Jabatan Kesihatan Wilayah Persekutuan Kuala Lumpur & Putrajaya

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INTRODUCTION

"This study evaluates the effectiveness of an intensive program for officers with average performance. Performance is vital to the success of any organization. This program is designed to fix performance gaps, hoping to increase individual scores and the total contribution to the organization."

OBJECTIVE

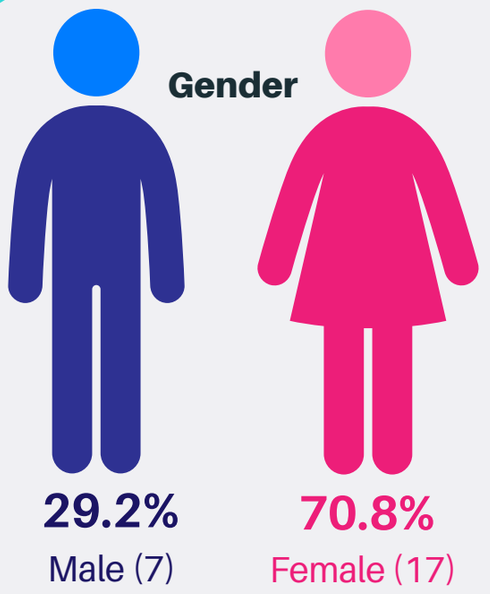
a) To evaluate the effectiveness of the intervention program on the performance scores of evaluated officers (PYD) before and after the intervention.

b) To assess the effectiveness of the intervention program on targeted behaviors post-intervention.

METHODOLOGY

a) A pre- and post-intervention study involving a comparison of 2023 and 2024 performance scores, alongside a survey of targeted behavioral progress conducted with supervisory officers using a post-intervention assessment instrument.
b) Intervention for appraisess has been conducted on 7-8 May 2024 and for supervisory officer has been conducted on 28-29 May 2024.
c) Data collection has been conducted from February to May 2025.
d) The respondents consist of 24 appraisees (PYD) and 9 supervisory officers.
e) Research findings has been analyzed through mean and percentage comparisons using the Statistical Package for the Social Sciences (SPSS) software.

RESPONDENT DEMOGRAPHICS (N=24)





Category of Service

Supportive Staff
= 100% (24)

Period of service

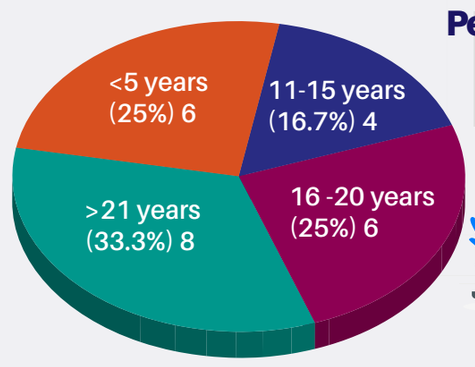




Table 2: Difference in mean performance scores of officers pre- and post-intervention

Performance Score	N	Mean Peformance Score	Standard Deviation
LNPT 2023 Pre IIAP	**24**	**74.80%**	4.464
LNPT 2024 Post IIAP	**24**	**84.11%**	3.668

Figure 1: Pre- and post-intervention performance score comparison with percentage

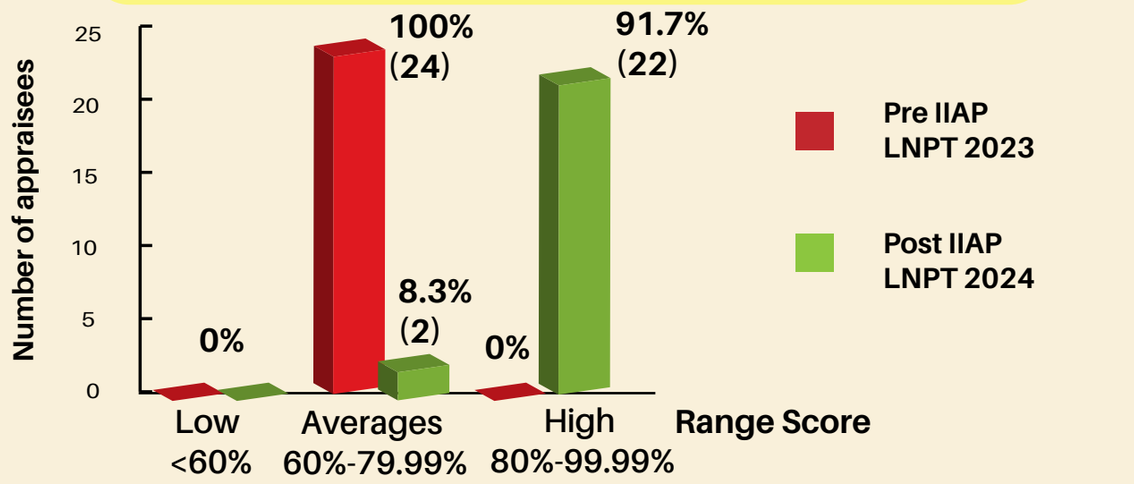
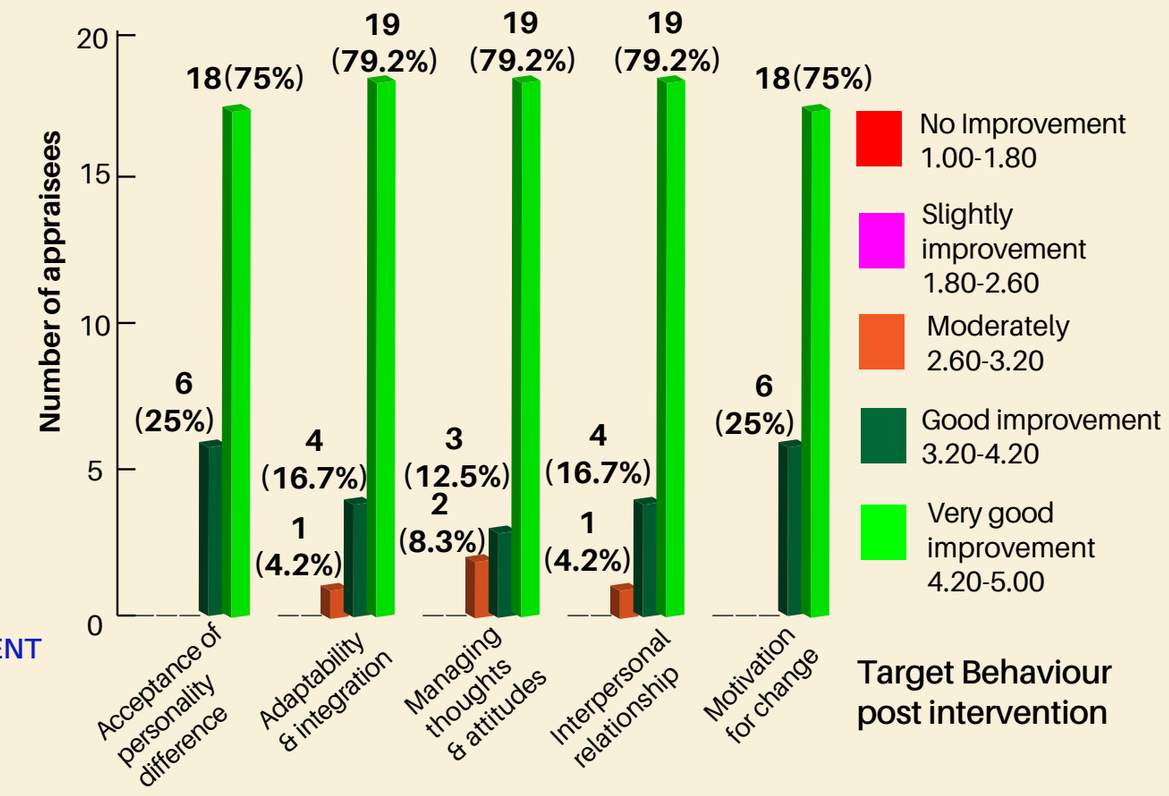


Figure (4): Number of Appraisees by Behavioral Progress Level Based on Post-IIAP Assessment



"Figure (3) and Table of Mean Assessment Scores for Post-Intervention Target Behavioral Progress"



Mean Score	Intepretation
1.00 - 1.80	NO IMPROVEMENT
1.80 - 2.60	SLIGHTLY IMPROVE
2.60 - 3.20	MODERATELY
3.20 - 4.20	GOOD IMPROVEMENT
4.20 - 5.00	VERY GOOD IMPROVEMENT

RESULTS

a) Based on Figure (1), performance scores in 2023 (pre-intervention stage) showed that all 24 appraisees (100%) obtained moderate scores ranging from 60.00% to 79.99%. In the 2024 post-intervention assessment, the number of appraisees in the moderate range (60.00%–79.99%) decreased to 2 individuals (8.3%). Conversely, the number of appraisees achieving scores in the higher range of 80.00% to 99.99% increased to 22 individuals (91.7%).

b) Based on Table (2), the mean performance score for appraisees in 2023 (pre-intervention) was 74.80%, whereas the 2024 post-intervention mean score reached 84.11%. The post-intervention score is notably higher, indicating a significant difference between the pre- and post-intervention performance scores.

c) Based on Figure (4), the majority of the appraisees (PYD) demonstrated "good" and "very good" improvements across all assessed behavioral aspects. Specifically, both "acceptance of personality differences" and "motivation for change" showed 100% improvement in the "good" and "very good" categories. For "adaptability and integration" as well as "interpersonal relationships," 95.8% showed "good" and "very good" changes, while 4.2% showed "moderate" improvement. Regarding the behavior of "managing thoughts and attitudes," 91.7% showed "good" and "very good" changes, with 8.3% showing "moderate" changes.

DISCUSSION & CONCLUSION

"Based on the research findings, this intensive intervention program has proven to be effective and serves as a key intervention for enhancing work performance and fostering positive behavioral changes among average-performing officers. However, the program also requires effective management support to ensure its relevance and giving an impact on the performance development of officers within the organization."

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3. Instrumen Penilaian Pasca Program IIAP,dalam Modul IIAP (Intensive Intervention for Average Performer) Bahagian Pengurusan Psikologi, Kluster Psikologi Organisasi Jabatan Perkhidmatan Awam, 2018
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